



# BMC Helix ITSM - Knowledge Management 19.x: Administering Fundamentals

## COURSE ABSTRACT

### COURSE CODE

- » SPPT-RKMA-1908

### APPLICABLE VERSIONS

- » 9.0, 9.1, 18.05, 18.08, 19.02 and 19.08

### DELIVERY METHOD

- » Instructor-led Training (ILT)
- » Virtual Instructor Led Training (VILT)

### COURSE DURATION

- » 2 Days

### TARGET AUDIENCE

- » Administrators
- » Analysts

### PREREQUISITES

- » BMC Helix ITSM - Knowledge Management 19.x: Fundamentals Using (WBT)

## Course Overview

BMC Knowledge Management provides advanced knowledge management for extending the effectiveness and value of BMC Helix ITSM applications.

In this course, participants will learn vital knowledge management concepts and knowledge management best practices that will enable them to resolve issues quickly, accurately, and consistently. Participants will also learn how to successfully implement these best practices using Knowledge Management.

## Learner Objectives

- » Describe the benefits and features of Knowledge Management
- » Explain the article lifecycle
- » Access knowledge articles
- » Explain various ways to create knowledge and search for knowledge
- » Understand knowledge management integrations with Service Desk
- » How to create a knowledge article in Smart IT
- » Explain various user types and roles related to BMC Knowledge Management
- » Explain how to create visibility groups
- » Define the KCS framework
- » Describe how to create Article Quality Index (AQI) Assessment Questions
- » Describe KCS report generation
- » Describe how to create companies, users, including the Knowledge Administrator, in the Application Administration Console
- » Explain the Article Conversion Tool for converting knowledge articles from previous versions of BMC Knowledge Management
- » Describe how to manage knowledge sources - Searchable Items, File Path, and AR forms
- » Explain how to use the Data Management Tool
- » Differentiate between Assignees and Approvers
- » Configure assignments and full text search
- » Describe approval chains and map approvers
- » Explain approvals via email
- » Describe application configurations
- » Manage the archiving functions
- » Troubleshoot permission issues, categorization issues, FTS issues, status transitions, and archiving process



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### COURSE ACTIVITIES

- » Classroom presentations
- » Hands-on lab exercises

### BMC HELIX ITSM – KNOWLEDGE MANAGEMENT 19.X LEARNING PATH

<http://www.bmc.com/education/courses/edu-lp-remedy-service-mgmt-training.html>

### ACCREDITATION AND CERTIFICATION PATHS

- » This course is not part of a BMC Certification Path

### DISCOUNT OPTIONS

- » Have multiple students? Contact us to discuss hosting a private class for your organization
- » [Contact us for additional information](#) 

## Course Modules

### Module 1: Introduction to BMC Knowledge Management

- » Application Overview
- » Knowledge Management Console
- » Introduction to Remedy with Smart IT

### Module 2: User Experience

- » Creating Knowledge
- » Creating a Knowledge Article in Smart IT
- » Finding Knowledge

### Module 3: Permission Model and Data

- » Permissions
- » Understanding the KCS
- » Foundation Data

### Module 4: Sources of Knowledge

- » Article Conversion Tool
- » Outside Knowledge
- » Knowledge Sources
- » Data Management Tool

### Module 5: Configurations

- » Assignments and Approvals
- » Application Configurations
- » Full Text Searches
- » Notifications and Archiving

### Module 6: Troubleshooting

- » Troubleshooting

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